



# INFORMATION OFFICER III, CEA DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT



Exam Code: 50001  
Final File Date: July 8, 2015

THE DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, DENIAL OF FAMILY AND MEDICAL CARE LEAVE, DISABILITY, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY AND VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGION, SEX, OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORKPLACE. ANY APPLICANT FOR EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

## WHO MAY APPLY

Applicants who meet the minimum qualifications (entrance requirements) in this exam announcement.  
This is an **Open Examination**

## HOW TO APPLY

A State Application (STD 678) and a copy of the Training & Experience (T&E) Questionnaire must be filed by mail or in person. Applications are available through the internet at [www.jobs.ca.gov](http://www.jobs.ca.gov) and at the office shown below.

Department of Community Services and Development (CSD)  
Human Resources Office, Attn: R. Powers  
2389 Gateway Oaks Drive, Suite 100  
Sacramento, CA 95833

**Your State Application must indicate the above "Exam Title" and "Exam Code" in order to be processed. Applications without this information may be subject to rejection.**

## DO NOT SEND APPLICATIONS TO THE CALIFORNIA HUMAN RESOURCES DEPARTMENT (CalHR)

## FINAL FILE DATE

**July 8, 2015.** All Required documents (**State Application and a copy of the T&E**) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.

## SALARY RANGE

**\$7252 – \$8234 Per Month**

## SPECIAL TESTING ARRANGEMENTS

**If you have a disability** and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. CSD, Human Resources Office will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

## ELIGIBLE LIST INFORMATION

An Open eligible list will be established for the Department of Community Services and Development. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

## POSITION DESCRIPTION

Under general administrative direction, to plan, organize and direct a departmental public information program designed to meet the needs of the public to be fully informed of the policies, procedures and programs of departments in which there is a unique or highly unusual public interest; as part of the top management of a department or group of departments to consult with and advise the Director(s) and other top managers on the formation, composition and timeliness of departmental policy and programs as related to the informational impact; to be the contact point for all media and formal information contacts for the department; to supervise other information officers and technical staff; and do other related work.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**All applicants must meet the education and/or experience requirements for this examination by the final filing date.** It is your responsibility to make sure you meet the education and/or experience requirements as stated on this announcement on the date you submit your application. **Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.**

**NOTE:** All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Applications received without this information may be rejected. **Resumes will not be accepted in lieu of a completed State Application (form STD 678).**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**MINIMUM  
QUALIFICATIONS****Either****I**

One year of experience in the California state service with responsibility for coordinating, planning, directing or managing a complex information and public affairs program, in a class with a level of responsibility not less than Information Officer II. or

**II**

Three years with similar responsibilities in a class with a level of responsibility not less than Information Officer I. or

**III**

Broad and extensive (more than five years) experience in managing and directing a comprehensive information program. And Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

*The required education degree for all patterns must have been obtained from a recognized U.S. university or from a foreign university approved by the Bureau of Private Postsecondary and Vocational Education under the provision of California Education Code Chapter 3, Part 59, Division 10.*

**EXAMINATION  
INFORMATION****TRAINING AND EXPERIENCE – WEIGHTED 100%**

This examination will consist of a Training and Experience (T&E) Questionnaire and is the sole component of the Information Officer II, CEA exam. To obtain a position on the eligible list, a minimum score of 70% must be received. Competitors will receive his/her score approximately four weeks upon completion of the Training and Experience Questionnaire. Use this link to access the T&E Questionnaire <https://www.surveymonkey.com/s/98TJNPD>.

**EXAMINATION  
SCOPE****KNOWLEDGE OF:**

1. Techniques of preparing, producing and disseminating information, utilizing all major methods of communication.
2. Principles and techniques of establishing and maintaining good relations with news media and other public groups.
3. California State Government and principles of public administration.
4. Communications/public relations strategies and tactics, including media relations, outreach, advertising, and marketing.
5. English grammar, punctuation, AP Style, and syntax to communicate clearly and concisely both orally and in writing.
6. Computers and software for word processing, graphic design, and web design.
7. Different modes of mass communication.
8. Basic website design.
9. Principles of effective supervision.
10. The Equal Employment Opportunity (EEO) program.
11. A manager's role in the Equal Employment Opportunity (EEO) program and the processes available to meet EEO program objectives.

**SKILL TO:**

1. Navigate the internet and use search engines to research subject-related materials.
2. Operate a personal computer in order to maintain correspondence, type reports, create brochures, design websites, etc.
3. Read and interpret state and federal legislation and statutes.

**ABILITY TO:**

1. Analyze information gathered from many different forms of technology and media.
2. Research and gather information that is pertinent to understanding an issue within the department, breaking news, current trends in the community action field and energy assistance industry, etc.
3. Understand and process information obtained from the media and public in order to respond accurately to queries.
4. Produce clear and effective bill analyses.
5. Monitor the legislative process and developments and advise executive management when action should be taken on a federal or state bill.
6. Develop proposed legislation to address program deficiencies or propose program enhancements.
7. Interact, with courtesy and tact, to a wide variety of internal and external contacts both on the phone, in writing and/or in person, to achieve positive results.
8. Establish and maintain cooperative relations with departmental employees, the media, public, and stakeholders.
9. Express both complex and simple information to individuals or groups effectively, taking into account the audience and nature of the information.
10. Accurately convey information to the media or the public without negative implications.
11. Articulate the mission of the department and promote programs, decisions, policies, and raise public awareness.
12. Manage and prioritize incoming inquiries from the media and public.
13. Adapt to changes in priorities, work assignments, and other interruptions that may impact predetermined plans or work schedules.
14. Manage time and resources to achieve a positive outcome for a situation or event.
15. Use good judgment and respond to statements, recent news, and current events from the media and the public in a clear and timely fashion.

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16. Assume responsibility and organize and direct a statewide program of public information, education, and outreach.
17. Proof read documents.
18. Read and understand written materials (e.g., administrative memos, forms, technical manuals, rules, regulations, instructions, reports, charts, graphs, etc.).
19. Write, edit, and prepare for publication or reproduction news releases, magazine articles, correspondence, booklets, brochures, pamphlets, magazines, reports, speeches, scripts for radio, television, and other information, advertisements, etc.
20. Effectively handle ambiguous situations.
21. Stimulate interest in a department's programs and secure the cooperation of diverse groups in conducting those programs.
22. Reach appropriate conclusions from incomplete or ambiguous information.
23. Develop department-wide objectives and policy.
24. Assign priorities and goals for self and staff.
25. Seek out and define new projects for self and staff in order to enhance the effectiveness and efficiency of the office.
26. Generate new ideas or techniques in order to solve problems.
27. Make decisions in a timely manner in highly stressful situations on the basis of the information available.
28. Appropriately delegate work.
29. Recognize and adjust to changing priorities.
30. Present key facts or points in a clear, organized, and concise format.
31. Work independently, without close supervision and to make sure that tasks are completed.
32. Negotiate with others to achieve maximum benefits for all parties.
33. Coordinate several competing projects or activities in order to ensure the most efficient use of time and resources.
34. Monitor work of employees as it progresses and be aware of whether the work is consistent with time and quality criteria.
35. Work well under pressure while handling multiple tasks.

#### VETERANS PREFERENCE

Veterans Preference Points will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the California Department of Human Resources (CalHR).

#### QUESTIONS?

If you have any questions concerning this exam announcement, please contact the Department of Community Services and Development, Human Resources Office (916) 576-7141.

### GENERAL INFORMATION

**The Department of Community Services and Development (CSD) reserves** the right to revise this examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**For an examination without a written feature,** it is the candidate's responsibility to contact CSD at (916) 576-7141 three weeks after the final filing date if he/she has not received a progress notice.

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), CalHR offices, local offices of the Employment Development Department and the CSD Human Resources Office.

**If you meet the requirements stated** on this examination announcement, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. All candidates who pass will be ranked according to their scores.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the State Application (STD 678) and/or contact the testing department.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) Subdivisional promotional, 2) departmental promotional, 3) multi-departmental, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin and under certain circumstances may be extended beyond that time.

**General Qualifications:** Candidates must possess essential personal qualifications, including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history and fingerprinting may be required. Any limitation which restricts a person from safely performing the essential functions of the position may constitute the basis for removal of the candidate's name from the eligible list.

**Veterans Preference:** Effective January 1, 2014, in accordance with Government Code 18793.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.